



**NATIONAL GRADUATE OFFICE
FOR THE
HEALTH SCIENCES**

CITIZEN'S CHARTER
2022 (1st Edition)



Vision and Mission

The NGOHS, as it provides the highest quality of advanced instructions and training, shall constantly strive to

- enrich existing degree programs while enhancing the development of benchmark programs and implementation of innovative, globally competitive multidisciplinary graduate programs;
- optimize convergence of graduate faculty and resources between and among the different degree granting units, for globally competitive graduate aspirations and excellence;
- generate resources and manage grants, aids, donations or any kind of fellowship and support for the welfare of the UPM faculty and the public who seek equity in scholarly opportunities.
- Create local, regional, and international linkages and networks of complementary centers of excellence in health science for resource sharing and to avail of the latest development in education, research and health service delivery;
- establish post-doctoral and post-masters fellowship for updates in teaching, research, extension, and production of technology; and
- provide efficient and effective planning and management through periodic assessment or evaluation.

Frontline Services

- Inquiries (giving brochures of the different graduate programs)
- Issuance of Application and Recommendation Forms
- Processing of Application
- Issuance of Acceptance Letter
- Notice of Dissertation/Thesis Proposal and Defense
- MRR Application
- Retrieval of Documents submitted by applicants who are not admitted to Graduate Programs
- Claim for Honoraria of Comprehensive Exam, Dissertation and Thesis
- Graduate Assistantship Program Application
- Class Less than Five Application
- Office of the Continuing Education Application



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NATIONAL GRADUATE OFFICE for the HEALTH SCIENCES

APPLICATION AND ADMISSION



1. Inquiries (giving brochures of the different graduate programs)

Office/Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transactions	G2C, G2G
Who May Avail	Prospective applicants, UPM Students, UPM faculty
Checklist of Requirements:	Where to Avail:
Brochures / Application Form (2 nd page)	NGOHS website / E-mail

Face to Face Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS, inquire re graduate programs and ask for the brochure/s of the program/s	Go to the brochure section/cabinet and get the brochure, give to the applicant and explain the program and its requirements	-	3 to 5 minutes	Academic Staff: SCE, SRS and URA
End of Transaction				

ONLINE Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Applicant will email the NGOHS to inquire about the graduate programs offerings.	Respond to the email and provide link for the website, brochures, application and recommendation forms and list of requirements		24-48 hours	Academic Staff: CRE, SRS and URA
End of Transaction				



2. Issuance of Application and Recommendation Forms

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	G2C, G2G		
Who May Avail	Prospective applicants, UPM Students, UPM faculty		
Checklist of Requirements:	Where to Avail:		
Brochures / Application Form (2 nd page)	NGOHS website / E-mail		

Face to Face Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Fills out Processing Fee Order Slip/ Order of Payment Slip	Issue order of payment slip and advise the applicant to pay at the Cashier		1 – 2 minutes	Admin/Academic Staff: CRE, SRS and URA
Pays to the Cashier	Process payment and issues Official Receipt	Php 300/500.00 (local applicants) \$ 30/40.00 (foreign applicants)	10 – 15 minutes	Cashier's Office
Present Official Receipt	Give Application and Recommendation Forms, explain the requirements and advise to submit the application on or before the deadline		3 minutes	Admin/Academic Staff: CRE, SRS and URA
End of Transaction				



ONLINE Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Download the application form and upload in the link provided.	Upload the Application and Recommendation Forms with complete requirements in the link provided on or before the set deadline	Php 300/500.00 (local applicants) \$ 30/40.00 (foreign applicants)	5 minutes	Application and recommendation forms
Request for SOA and Email the Reference number/ Official Receipt of payment.	Issue statement of Account number (SOA) and step by step online payment procedure: Linkbiz portal link.			Admin/Academic Staff: CRE, SRS and URA



3. Processing of Application

Office/Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transactions	G2G , G2C	
Who May Avail	Prospective applicants, UPM Students, UPM faculty	
Checklist of Requirements:	Where to Avail:	
Brochures / Application Form (2 nd page)	NGOHS website / E-mail	

FACE TO FACE Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS and give the application forms and all necessary documents	Checks the completeness of the application; Advise the applicant to wait 2 to 3 weeks after the scheduled deadline for the result	-	5 minutes	Admin/Academic Staff: CRE, SRS and URA
	Check and sign the GWA and transmittal of application then return to the staff	-	5 – 10 minutes	Director
	Forward the application to the College		10 – 15 minutes	Administrative Staff
End of Transaction				



ONLINE Process:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Download the application forms and all necessary documents in the drive	Checks the completeness of the application; Advise the applicant to wait for the email 2 to 3 weeks after the set scheduled deadline for the result of the application.		24-48 hours upon receipt of complete application documents	Admin/Academic Staff: CRE, SRS and URA
	Prepare and compute for the General Weighted Average of the applicant		5 – 10 minutes	CRE, SRS and URA
	Check and attach the eSig in the GWA and transmittal documents.		5 minutes	CRE, SRS and URA
	Make and forward via email the transmittal of application to DGU		5 minutes	CRE, SRS and URA
End of Transaction				



4. Issuance of Acceptance Letter

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	Inquiries		
Who May Avail	Prospective applicants, UPM Students, UPM faculty		
Checklist of Requirements:		Where to Avail:	
NGOHS Guidelines		NGOHS website / E-mail	

FACE TO FACE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS and request for the release of the Acceptance/ Admission Letter	Checks the name of the applicant on the list of the newly admitted students		1 minute	Admin/Academic Staff: CRE, SRS and URA
	If the name is included on the list, look for the acceptance letter of applicant on the designated folder and give it to the applicant		3 minutes	Administrative Office Staff
	Checks the correctness of information on the Admission Letter		3 – 5 minutes	Administrative Office Staff
	Release the Acceptance Letter and asks the applicant to sign in the Receiving Copy Folder			
End of Transaction				



ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Release of the Acceptance/ Admission Letter	Checks the name of the applicant on the list of the newly admitted students		1 minute	Admin/Academic Staff: CRE, SRS and URA
	If the name is included on the list, prepare the acceptance packet and email to the applicant.		3 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

**APPLICATION for NOTICE OF THESIS AND
DISSERTATION DEFENSE**



5. Notice of Dissertation/Thesis Proposal and Defense

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	Inquiries		
Who May Avail	Prospective applicants, UPM Students, UPM faculty		
Checklist of Requirements:		Where to Avail:	
Downloads / Notice of Theses / Dissertation Form		NGOHS website	

FACE TO FACE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS, submit the application Dissertation/Thesis Proposal/Defense	Check for the completeness of the application forward to DGU for processing.		1 minute	Academic Staff: CRE, SRS and URA
	Make and Print the Letter of Appointment to the Panel of the Dissertation or Thesis		5-10 minutes	Academic Staff: CRE, SRS and URA
	Review the Letter and Sign		2-3 minutes	Director
	Forward the Letter to the College		10 – 15 minutes	Administrative Staff
End of Transaction				



ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Upload application form for Dissertation/ Thesis Proposal/Defense Via DATS	Check the completeness of the application in DATS and receive/process	-	10 minutes	Administrative Office Staff
	Prepare the Letter of Appointment to the Panel of the Dissertation or Thesis		5-10 minutes	Academic Staff: CRE, SRS and URA
	Review the Letter and Sign		2-3 minutes	Director
	Forward the Letter to the College		10 – 15 minutes	Administrative Staff
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

**APPLICATION for MAXIMUM RESIDENCY RULE
EXYENSION**



6. MRR Extension Application

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	Inquiries		
Who May Avail	Prospective applicants, UPM Students, UPM faculty		
Checklist of Requirements:		Where to Avail:	
Downloads/ MRR Application Form	NGOHS website		

FACE TO FACE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS, submit the application for MRR	Check the completeness and log the application in the Incoming Log Book and advise the student to call after 2 – 3 days to know the result		1 – 3 minutes	Administrative Office Staff
	Check the status of the student then make a draft of recommendation		2-3 minutes	Administrative Officer/CRE
	Review the draft of the recommendation and return to the staff		5-10 minutes	Director
	Print the recommendation		1-3 minutes	Administrative Officer/Student Records Evaluator
	Sign the final recommendation		1 – 2 minutes	Director
	Forward the application to the Office of the University Registrar for OVCAA and OC approval		3 – 5 minutes	Administrative Officer/CRE



	Student will be notified thru DGU SRE's once approved MRR returned to NGOHS.	1 – 3 minutes	Administrative Office Staff
Students get the approved MRR and sign the conforme	Releases the approved MRR to the student	1 – 3 minutes	Administrative Office Staff
End of Transaction			

ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Download the MRR application forms and submit the complete signed documents to NGOHS thru DATS.	Check the completeness of the application and received/process.		1 – 3 minutes	Administrative Officer/CRE
	Forward the application via DATS to the Office of the University Registrar for OVCAA and OC approval		3 – 5 minutes	Administrative Officer/CRE
	Student will be notified thru DGU SRE's once approved MRR returned to NGOHS.		1 – 3 minutes	Administrative Officer/CRE
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

**RETRIEVAL OF DOCUMENTS SUBMITTED FOR
APPLICATION**



7. Retrieval of Documents submitted by applicants who are not admitted to Graduate Programs

Office/Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transactions	Inquiries
Who May Avail	Prospective applicants, UPM Students, UPM faculty
Checklist of Requirements:	Where to Avail:
NONE	NGOHS website

FACE TO FACE ONLY

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS and ask to retrieve submitted documents.	Ask the applicant information (name and academic year and semester of application)		1 – 2 minutes	Administrative and academic Staff
	Look for the 201 file and retrieve the documents		3 – 5 minutes	Administrative and academic Staff
Get the documents and sign the receiving copy	Release the documents to the applicant and ask to sign the receiving copy.		2 – 3 minutes	Administrative and academic Staff
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

**CLAIM for HONORARIA for
COMPREHENSIVE EXAM AND THESES /
DISSERTATIONS**



8. Claim for Honoraria of Comprehensive Exam, Dissertation and Thesis

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	G2G , G2C		
Who May Avail	UPM faculty , Panel Members		
Checklist of Requirements:			
Downloads / Claim for Honoraria Form		Where to Avail:	
		NGOHS website	

FACE TO FACE

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS, submit the Claim for Honoraria Form	Register the form in the Incoming Log Book and inform the person that it will be forwarded to the college after 2 – 3 days		1 – 2 minutes	Administrative and academic Staff
	Prepare the Claim for Honoraria Form with a note that 6 hard bound copies of Dissertation/Thesis are already submitted.		5 minutes	Academic Staff: CRE, SRS and URA
	Review the Form and Sign		2-3 minutes	Director
	Forward the Letter to the University Registrar		5 minutes	Administrative Staff
	Once the Form is back to NGOHS, forward a copy to the college.		10 – 15 minutes	Administrative Aide
End of Transaction				



ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Download the form from the website and submit the signed forms to NGOHS thru DATS (thru Channels)	Received the documents thru DATS and affix the eSignature of the director for endorsement.		1 – 2 minutes	Academic Staff: CRE, SRS
	Prepare the Claim for Honoraria Form with a note that 6 hard bound copies of Dissertation/Thesis are already submitted.		5 minutes	Academic Staff: CRE, SRS
	Review the Form and affix Esig of the director		2-3 minutes	Academic Staff: CRE, SRS
	Forward the Letter through channels for recommendation, approval thru DATS		5 minutes	Academic Staff: CRE, SRS
	Forward a copy of the approval to the college thru DATS.		10 – 15 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

GRADUATE ASSISTANTSHIP PROGRAM APPLICATION



9. Graduate Assistantship Program Application

Office/Division	National Graduate Office for the Health Sciences		
Classification	Simple		
Type of Transactions	G2C		
Who May Avail	Graduate Students		
Checklist of Requirements:		Where to Avail:	
Downloads / GAP Application Form	NGOHS website		

FACE TO FACE

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS, submit Application for Graduate Assistantship Program	Check the completeness of the application; Advise the applicant to wait 2 to 3 day for the result of the application.		1 – 3 minutes	Academic Staff: CRE, SRS and URA
	Review the Application and Sign if favorable		3 - 5 minutes	Director
	Forward the Application to OVCAA		10 – 15 minutes	Administrative Staff
	If favorably endorsed by OVCAA, make a MOA contract and inform the student to get the MOA		5 minutes	Administrative Officer
The student will return the MOA to NGOHS	Sign the MOA		2 minutes	Director
	Forward the MOA to OVCAA for recommendation/approval of the Chancellor			
	Prepare the Disbursement Voucher and forward to Accounting Office for		10 - 15 minutes	Administrative Staff



	processing upon receipt of the approved MOA..			
	Inform the student to follow up the Cashier's Office if the check is already available		1 – 3 minutes	Administrative Staff
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

REQUEST TO OFFER CLASS LESS THAN FIVE (5)



10. Classes Less than Five

Office/Division	National Graduate Office for the Health Sciences	
Classification	Simple	
Type of Transactions	G2G	
Who May Avail	Degree Granting Unit	
Checklist of Requirements:		
Where to Avail:		
Request Letter (Templated Form)	NGOHS website	

FACE TO FACE:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS and submit the forms for class less than five	Register the form in the NGOHS Logbook; advise the person that it will be forwarded to the college after deliberation of the Committee		1 – 2 minutes	Academic Staff: CRE, SRS and URA
	After the deadline, consolidate and photocopy all classes less than five from all colleges		5 minutes	Academic Staff: CRE, SRS and URA
	Make a report		20 minutes	Academic Staff: CRE, SRS and URA
	Review and sign the report		5 minutes	Director
	Forward the report to the University Registrar		5 minutes	Administrative office Staff
	Once the approved Classes less than Five is back to NGOHS, photocopy the report per college		5 minutes	Administrative Office Staff



	Forward the report to all concerned colleges		20 – 30 minutes	Administrative Office Staff
End of Transaction				

ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Submit the letter of request/form online thru DATS for recommendation, approval through channels	Received and process the application and forward to the OUR, OVCAA through Channels for approval if in order		1 – 2 minutes	Academic Staff: CRE, SRS and URA
	Forward the approval to the college thru DATS		5 minutes	Academic Staff: CRE, SRS and URA
End of Transaction				



**NATIONAL GRADUATE OFFICE for the
HEALTH SCIENCES**

**APPLICATION for CONDUCT of
CONTINUING EDUCATION ACTIVITY**



11. Application for Continuing Education Activity

Office/Division	National Graduate Office for the Health Sciences
Classification	Simple
Type of Transactions	G2G
Who May Avail	Institutions offering Continuing Education Activity within UP Manila
Checklist of Requirements:	Where to Avail:
Request Letter (Templated Form)	NGOHS website

FACE TO FACE:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Approach any staff of NGOHS and submit the application for continuing education	Check for the completeness of the application and register the in the NGOHS Logbook; advise the person that it will be forwarded to the college once approved by the Chancellor		2 – 3 minutes	Administrative Office Staff (OCE)
	Record in the database of OCE folder		5 minutes	Administrative Office Staff (OCE)
	Review the application and sign		24 to 48 hours	Coordinator for OCE and Director of NGOHS
	Forward the application to OVCAA.		24 to 48 hours	Administrative Office Staff (OCE)
	Once the approved application is back to NGOHS, photocopy it		2 minutes	Administrative Office Staff (OCE)
	Forward the report to the concerned unit		1 day	Administrative Office Staff (OCE)



ONLINE PROCESS:

Client Steps	Agency Action	Fees to be collected	Processing time	Person in Charge
Download the application forms and submit to NGOHS for recommendation to OVCAA	Check for the completeness of the application and receive thru DATS.		2 – 3 minutes	Administrative Office Staff (OCE)
	Review the application and affix the E-signature		24 to 48 hours	Coordinator for OCE and Director of NGOHS Administrative Office Staff (OCE)
	Forward the application to OVCAA through Channels for approval.		24 to 48 hours	Administrative Office Staff (OCE)
	Forward the approval to the concerned unit.		1 day	Administrative Office Staff (OCE)
End of Transaction				